# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:3144
ANSWERED ON:16.03.2016
Poor Quality of Laundry Service
Misra Shri Pinaki

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether the Government is aware of the fact that the bed sheets, blankets and pillows supplied to passengers of AC III tier coaches stink and most of the time are not completely dried and if so, the details thereof;

(b) whether the Government proposes to outsource the laundry service in order to provide clean and hygienic bed sheets, blankets and pillow to passengers;

(c) if so, the details thereof and if not, the reasons therefor; and

(d) the mechanism available with the Railways to ensure that hygienic bed rolls are provided to passengers in all trains?

## Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a): No, Madam. Bedrolls items, being provided in Air Conditioned (AC) coaches including III tier AC coaches, are washed and dried properly prior to provision to the passengers. References regarding quality of bedrolls provided, however, are received from time to time from passengers and these are acted upon appropriately.

(b) & (c): Laundry service, earlier completely outsourced, was regular source of complaints for poor washing quality. Accordingly, Railways decided to set up mechanized laundries on Railway land under its control. In this regard, 41 mechanized laundries have already been set up. Significant improvement has been reported in washing quality of linen cleaned in these laundries.

(d): Regular inspections/checks are carried out at various levels to monitor the quality of linen provided to the passengers. Feedback on quality of bedrolls is also obtained by making calls to passengers through Interactive Voice Response System (IVRS).
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